

As an employee of SBC, I received a discount for DSL services. Over an 8 month period, my bills were incorrect and I was overcharged about \$200. I spent 10 hr each month trying to resolve the discrepancy. When my service was disconnected, final accounts concluded that I was owed money, although my bills stated otherwise and instructed me not to pay because I was owed more money than I needed to pay. I was given a reference number for the investigation into the account and was assured that no credit action would be taken. I also informed them that I would be out of the country for 2 years and that this needed quick resolution. When I returned to the USA, I had credit agencies demanding money to me. SBC refused to deal with my case and told me to call the credit agency; and the collections agency told me to file a dispute with SBC. SBC has not been cooperative. They also broke the Linesharing agreement by continuing to charge me for DSL service after I disconnected all services and moved from the residence, arguing that the DSL department did not get a disconnect order from the customer service office. I am aware that this alone is another violation b/c DSL cannot be provided without a landline, but they refuse to discuss the charges. I am now filing with you to make this billing error and collection notice public. How can SBC damage my credit when they owe me money?